RDS
LDS
LDS USB
PlantVisor 2.00

Dimplex

Montage- und Gebrauchsanweisung

Installation and Operating Instructions

Instructions d'installation et d'utilisation

Deutsch

English

Français

PlantVisor 2.00 Installation
Willkommen beim Installations-Assistenten für PlantVisor 2.00
Dieser Assistent wird Sie durch die Installation von PlantVisor 2.00 begleiten.
Es wird empfohlen vor der Installation alle anderen Programme zu schließen, damit bestimmte Systemdateien ohne Neustart ersetzt werden können.
Klicken Sie auf Weiter, um fortzufahren.
Weiter >
PV

Ferndiagnose für Wärmepumpen mit Wärmepumpen-manager

Remote diagnostics for heat pumps and heat pump managers

Télédiagnostic pour pompes à chaleur et gestionnaire de pompe à chaleur

FD 8801

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English

1 Legal information

The operational reliability of software depends on many factors. Especially when establishing a modem connection, various components (a telephone connection, modem, cable connectors, etc.) can cause faults when a connection is being established.

Having provided the software at no cost, the manufacturer is not obligated to provide technical support to guarantee a functioning link between these components.

Distribution or reproduction of the software or passing it on to a third party are not permitted without the prior written consent of the manufacturer. Failure to comply with this will void any claims for compensation.

The manufacturer cannot rule out the possibility of conflicts with other programs. The manufacturer assumes no liability, whatever the legal grounds, unless required to do so by law.

2 Description of functions

The remote diagnostics system (RDS) was developed to allow the end customer to access the heat pump manager via a PC. In combination with an "Internet-capable" PC and separately purchased hardware packages, the software allows the user settings to be read out and changed if necessary. The software is programmed to allow a constant exchange of data between the heat pump manager and the PC. Changes are possible both at the heat pump manager and in the program. The displayed values must be carefully scrutinized and, if there is any doubt, they must be checked on-site.

The software is started via an Internet browser on the PC and has been optimized for the Windows 2000 and XP operating systems.

The manufacturer holds all rights to the information and programs contained in this software, whether these be copyrights, patent laws, utility patents or trademark rights.

Two versions are offered:

- Remote diagnostics on-site (e.g. with a laptop): Local diagnostics system (LDS, LDS-USB)
- Remote diagnostics via a modem connection: Remote Diagnostics System (RDS)

Local Diagnostics System (LDS)

Direct cable connection between a PC and the heat pump manager via the LDS hardware package.

Remote Diagnostics System

Remote diagnostics of heat pumps via a modem connection. The RDS is a useful tool for checking the operation of a remote system and to make user settings at the heat pump manager. The lack of visual contact with the heat pump can lead to a misinterpretation of the operating conditions. The displayed values must be carefully scrutinized and, if there is any doubt, they must be checked on-site.

3 Installing the hardware

3.1 RDS hardware package

Connecting the plug-in modem card

⚠ ATTENTION!

To connect the heat pump manager WPM 2006 plus / WPM 2007 plus to the PC, the plug-in card provided must be installed by a technician. Improper installation can destroy the hardware!

⚠ ATTENTION!

The entire heat pump system MUST be disconnected from the power supply!

1) Remove the cover below the **serial card** label on the manager using a screwdriver.

2) Remove the plug-in modem card from the packaging and insert it in the **serial card** slot on the control PCB .

3) Break off the cover at the specified points and re-insert it.
4) Connect the preconfigured modem to the plug-in card using the connecting cable that came with the modem and plug in to an analog telephone connection.
5) For the RDS package to function correctly, the heat pump manager must be configured as follows:
Using Menu + Enter, go to the configuration level of the controller and select item 7 "Modem". Now set the address to **-001-**, the protocol to **-Remote-** and the password to any 4-digit number. This completes the settings.

3.2 LDS hardware package

Connecting the PC plug-in card

To connect the heat pump manager WPM 2006 plus / WPM 2007 plus to the PC, the plug-in card provided must be installed by a technician. Improper installation can destroy the hardware!

⚠ ATTENTION!

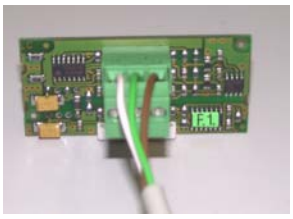
The entire heat pump system MUST be disconnected from the power supply!

1) Remove the cover under the **serial card** label on the controller using a screwdriver.

2) Remove the PC plug-in card from the packaging and insert it in the **serial card** slot on the control PCB .

3) Break off the cover at the specified points and re-insert it.

4) The interface converter is connected to this plug-in card via a 3-wire connecting cable (not included in delivery kit). You must ensure everything is assigned as follows:



5) The PC is connected to the converter via the cable included in the delivery kit.

6) For the LDS package to function correctly, the heat pump manager must be configured as follows:
Using Menu + Enter, go to the configuration level of the controller and select item 7 "Modem". Now set the address to **-001-**, the protocol to **-Local-**.

3.3 LDS USB hardware package

Connecting the PC plug-in card

To connect the heat pump manager WPM 2006 plus / WPM 2007 plus to the PC, the plug-in card provided must be installed by a technician. Improper installation can destroy the hardware!

⚠ ATTENTION!

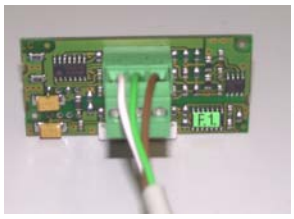
The entire heat pump system MUST be disconnected from the power supply!

1) Remove the cover under the **serial card** label on the controller using a screwdriver.

2) Remove the PC plug-in card from the packaging and insert it in the **serial card** slot on the control PCB .

3) Break off the cover at the specified points and re-insert it.

4) The USB converter is connected to this plug-in card via a 3-wire connecting cable (not included in delivery kit). You must ensure everything is assigned as follows:



5) The PC is connected to the converter via the cable included in the delivery kit.

6) For the LDS package to function correctly, the heat pump manager must be configured as follows:
Using Menu + Enter, go to the configuration level of the controller and select item 7 "Modem". Now set the address to **-001-**, the protocol to **-Local-**.

English

4 Installing and configuring the software

4.1 System requirements

Minimum hardware requirements

Processor:	Pentium4 2.0 GHz (or comparable)
RAM:	512 MB
Hard disk:	20 GB (200 MB for installation and 1 MB for each variable displayed).
Screen resolution:	1024x768
COM ports:	one USB port for the LDS USB package and for the RDS or LDSpackage at least one serial port

Tested and recommended modems:

- Zyxel U-90E serial
- D-Link V.92 56k Data/Fax USB modem,
- Conceptronic 56kbps internal voice/fax/modem.

Modem not recommended for use with Windows XP Professional SP2:

- Trust 56K V92 USB.

Minimum software requirements

Operating system:	Windows 2000 Professional SP4, Windows XP Professional SP1
Browser:	Internet Explorer 6.0 or higher
Installation:	To install PlantVisor, you must log-on with administrator rights

The monitoring software has been created to use Internet technology. The result is a web-oriented graphic interface. This means that PlantVisor can only be used with an Internet browser (Internet Explorer 6.0 or higher). The browser must be correctly installed (see Windows installation manual) and it must be configured such that it allows company web sites (intranets) or Internet sites to be called up. No other web server (e.g. Personal Web Server, IIS 5.0 or Apache) can be connected to port 80 on the computer on which the monitoring software is installed, because the PlantVisor engine is a web server itself. This makes it possible, once the monitoring software has been installed, for a connection to be established from each computer in the network by using the browser with the appropriate TCP/IP configuration (DNS, WINS, file Hosts).

4.2 Before installing

1) Carry out this step according to the hardware package used:

   RDS hardware package:

   Make absolutely sure that the settings in the configuration menu for the modem of the heat pump manager agree with the software, i.e. protocol "Remote"!

   LDS / LDS USB hardware package:

   Connect the hardware package (LDS or LDS USB) as specified to the WPM 2006 plus / WPM 2007 plus and your PC and note which serial interface you used (see also *Kap. 1 auf S. 2*).

2) Deactivate all of the programs that access the interface you are using.

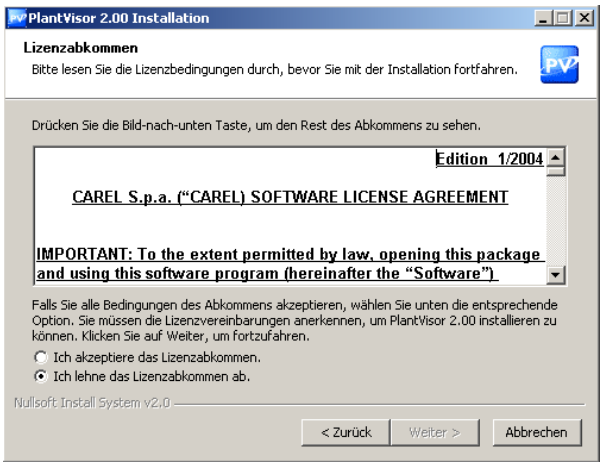
4.3 Installing the software

1) Insert the PI@ntVisor CD in your CD-ROM drive. If your computer supports auto startup, you will see the following screen.
2) If you have already installed PI@ntVisor, click the Uninstall button and delete the PI@ntVisor folder from your hard disk. Restart the PC after uninstalling and then begin the new installation.
3) If not, open Explorer and start the "Setup.exe" file in the main directory of the CD.
4) Please select the language for the installation routine.

5) Please continue the installation by clicking on "Continue".

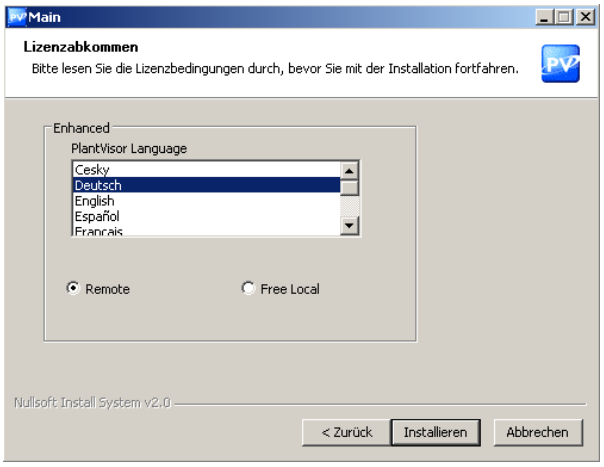
PlantVisor 2.00 Installation
Willkommen beim Installations-Assistenten für PlantVisor 2.00
Dieser Assistent wird Sie durch die Installation von PlantVisor 2.00 begleiten.
Es wird empfohlen vor der Installation alle anderen Programme zu schließen, damit bestimmte Systemdateien ohne Neustart ersetzt werden können.
Klicken Sie auf Weiter, um fortzufahren.
Weiter >
Abbrechen

6) To install the software, you must accept the licensing agreement. Please confirm the licensing agreement in order to continue the installation.

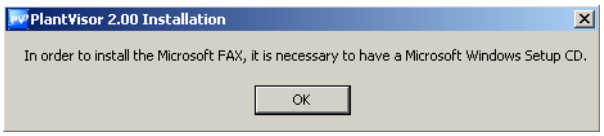

PlantVisor 2.00 Installation
Lizenzabkommen
Bitte lesen Sie die Lizenzbedingungen durch, bevor Sie mit der Installation fortfahren.
Drücken Sie die Bild-nach-unten Taste, um den Rest des Abkommens zu sehen.
Edition 1/2004
CAREL S.p.a. ("CAREL) SOFTWARE LICENSE AGREEMENT
IMPORTANT: To the extent permitted by law, opening this package and using this software program (hereinafter the "Software")
Falls Sie alle Bedingungen des Abkommens akzeptieren, wählen Sie unten die entsprechende Option. Sie müssen die Lizenzvereinbarungen anerkennen, um PlantVisor 2.00 installieren zu können. Klicken Sie auf Weiter, um fortzufahren.
Ich akzeptiere das Lizenzabkommen.
Ich lehne das Lizenzabkommen ab.
Nullsoft Install System v2.0
< Zurück
Weiter >
Abbrechen

7) Please select the language and software version to be installed. For the **RDS**hardware package, you must install the **Remote** version. For the **LDS / LDS USB** hardware package, you must install the **local** version. Then click the "Install" button.

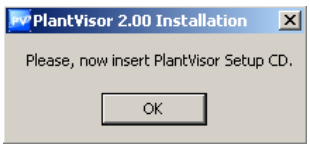
- Remote = end customer version modem
- Free Local = end customer version LOCAL



8) Confirm the message with "OK"

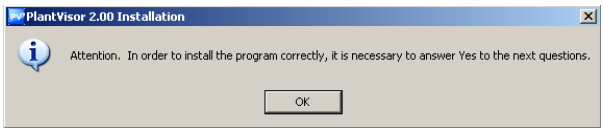

PlantVisor 2.00 Installation
In order to install the Microsoft FAX, it is necessary to have a Microsoft Windows Setup CD.
OK

9) You may be asked to insert the Windows XP CD.
In this case remove the installation CD from the CD-ROM drive and insert the Windows XP CD. Follow the instructions in the windows.
After you finish installing the required Windows drivers, the following message appears:

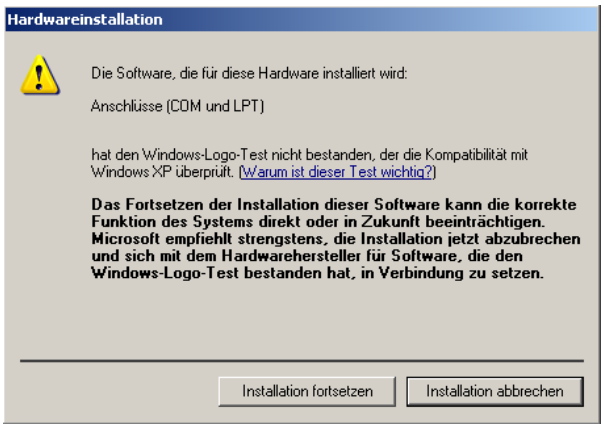


Remove the Windows CD, insert your Pl@ntVisor CD again and click "OK".

10) Confirm the message with "OK".


PlantVisor 2.00 Installation
Attention. In order to install the program correctly, it is necessary to answer Yes to the next questions.
OK

11) Click the "Continue installation" button.


Hardwareinstallation
Die Software, die für diese Hardware installiert wird:
Anschlüsse (COM und LPT)
hat den Windows-Logo-Test nicht bestanden, der die Kompatibilität mit Windows XP überprüft. (Warum ist dieser Test wichtig?)
Das Fortsetzen der Installation dieser Software kann die korrekte Funktion des Systems direkt oder in Zukunft beeinträchtigen. Microsoft empfiehlt strengstens, die Installation jetzt abzubrechen und sich mit dem Hardwarehersteller für Software, die den Windows-Logo-Test bestanden hat, in Verbindung zu setzen.
Installation fortsetzen
Installation abbrechen

12) After successful installation, you will be prompted to restart the PC.

PlantVisor 2.00 Installation
Die Installation von PlantVisor 2.00 wird abgeschlossen
Windows muss neu gestartet werden, um die Installation von PlantVisor 2.00 zu vervollständigen. Möchten Sie Windows jetzt neu starten?
Jetzt neu starten
Windows später selbst neu starten
< Zurück
Fertig stellen
Abbrechen

English

4.4 Starting the program

1) After successful installation, start the "PlantVisor" program under Start / Programs / Pl@ntVisor or via the icon on the desktop.

2) Carry out this step depending on the hardware package used:

RDS hardware package:

- Log on as administrator (without password).
- To configure the modem version, follow the installation steps (with screenshots) for configuring the RDS system in *Kap. 6.1 auf S. 8*!

LDS / LDS USB hardware package:

- Log on as administrator (without password).
- To configure the software for the direct PC connection, follow the LDS/LDS USB system configuration installation steps (with screenshots) in *Kap. 6.2 auf S. 11*
- Make sure that the settings in the configuration menu "Modem" of the heat pump manager agree with the software, i.e. protocol **"Local"**

You will find more information on the setting options in the online Help. For support in the event of installation problems, send an e-mail to: ferndiagnose@glendimplex.de

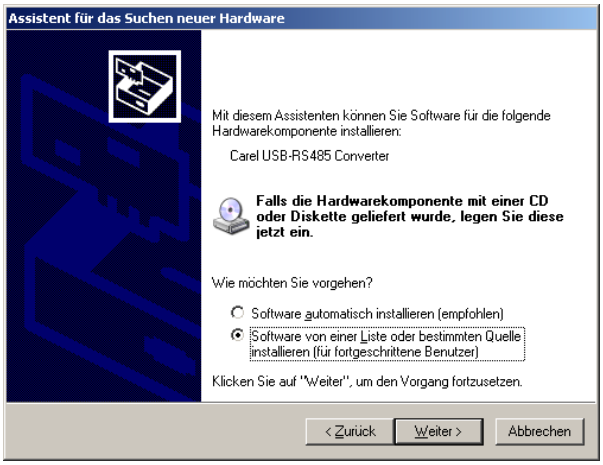
5 USB RS485 converter (only for LDS USB)

5.1 Installing the driver

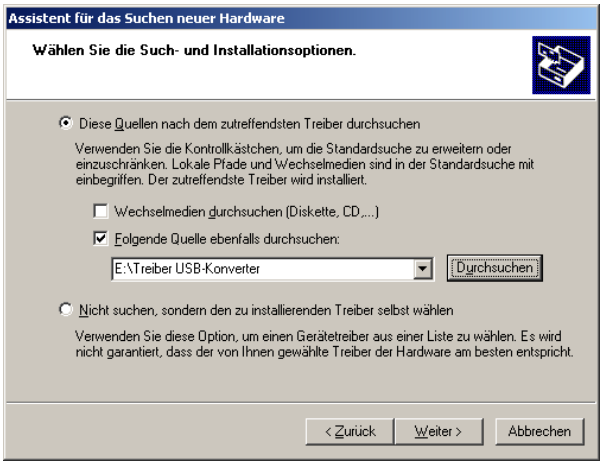
1) If the USB converter is being connected to the PC for the first time, then the following window appears. Select "Yes, and every time a device is connected" and then confirm with "Continue":

Assistent für das Suchen neuer Hardware
Willkommen
Es wird nach aktueller und aktualisierter Software auf dem Computer, auf der Hardwareinstallations-CD oder auf der Windows Update-Website (mit Ihrer Erlaubnis) gesucht.
Datenschutzrichtlinie anzeigen
Soll eine Verbindung mit Windows Update hergestellt werden, um nach Software zu suchen?
Ja, nur diese eine Mal
Ja, und jedes Mal, wenn ein Gerät angeschlossen wird
Nein, diesmal nicht
Klicken Sie auf "Weiter", um den Vorgang fortzusetzen.
< Zurück
Weiter >
Abbrechen

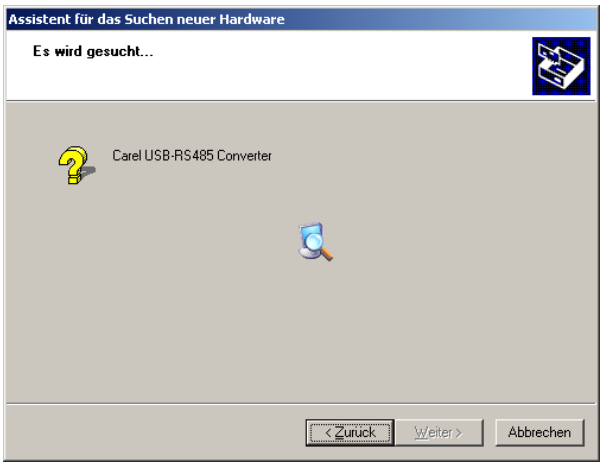
2) Select "Install software from a list or a specific location (for advanced users)":


Assistent für das Suchen neuer Hardware
Mit diesem Assistenten können Sie Software für die folgende Hardwarekomponente installieren:
Carel USB-RS485 Converter
Falls die Hardwarekomponente mit einer CD oder Diskette geliefert wurde, legen Sie diese jetzt ein.
Wie möchten Sie vorgehen?
Software automatisch installieren (empfohlen)
Software von einer Liste oder bestimmten Quelle installieren (für fortgeschrittene Benutzer)
Klicken Sie auf "Weiter", um den Vorgang fortzusetzen.
< Zurück
Weiter >
Abbrechen

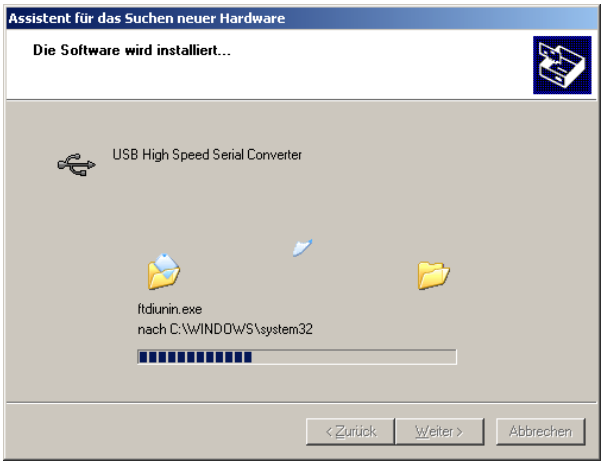
3) Select the directory in which the driver is located (remote diagnostics software CD) and then click "Continue".


Assistent für das Suchen neuer Hardware
Wählen Sie die Such- und Installationsoptionen.
Diese Quellen nach dem zutreffendsten Treiber durchsuchen
Verwenden Sie die Kontrollkästchen, um die Standardsuche zu erweitern oder einzuschränken. Lokale Pfade und Wechselmedien sind in der Standardsuche mit einbegriffen. Der zutreffendste Treiber wird installiert.
Wechselmedien durchsuchen (Diskette, CD,...)
Folgende Quelle ebenfalls durchsuchen:
E:\Treiber USB-Konverter
Durchsuchen
Nicht suchen, sondern den zu installierenden Treiber selbst wählen
Verwenden Sie diese Option, um einen Gerätetreiber aus einer Liste zu wählen. Es wird nicht garantiert, dass der von Ihnen gewählte Treiber der Hardware am besten entspricht.
< Zurück
Weiter >
Abbrechen

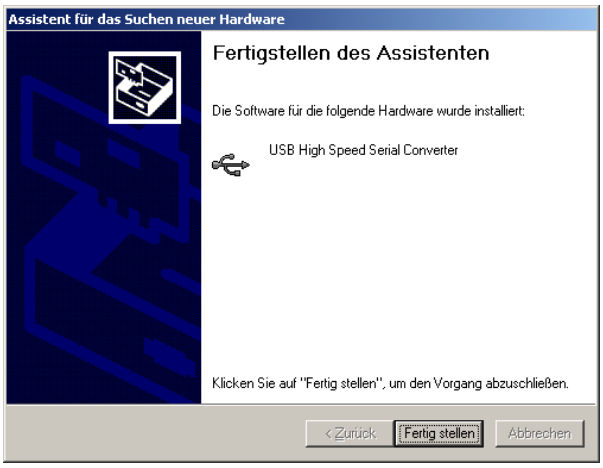
The following window appears:



If the directory has been selected correctly, the installation is carried out:

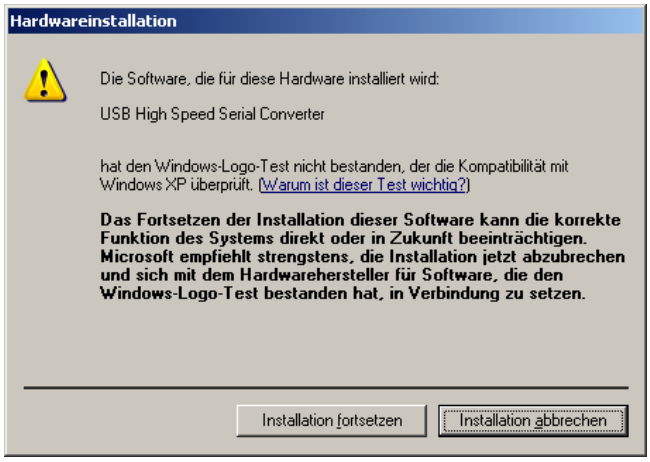


4) Now click "Finish":


Assistent für das Suchen neuer Hardware
Fertigstellen des Assistenten
Die Software für die folgende Hardware wurde installiert:
USB High Speed Serial Converter
Klicken Sie auf "Fertig stellen", um den Vorgang abzuschließen.
< Zurück
Fertig stellen
Abbrechen

Note

For Windows XP, the window for the Windows logo test will appear. Confirm the window with "Continue installation".

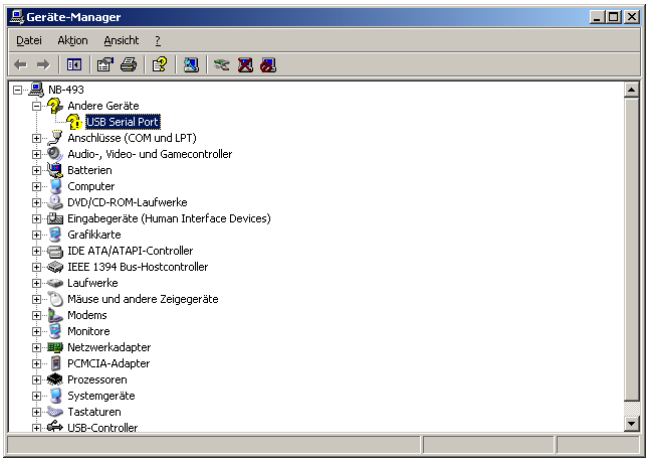

Hardwareinstallation
Die Software, die für diese Hardware installiert wird:
USB High Speed Serial Converter
hat den Windows-Logo-Test nicht bestanden, der die Kompatibilität mit Windows XP überprüft. (Warum ist dieser Test wichtig?)
Das Fortsetzen der Installation dieser Software kann die korrekte Funktion des Systems direkt oder in Zukunft beeinträchtigen. Microsoft empfiehlt strengstens, die Installation jetzt abzubrechen und sich mit dem Hardwarehersteller für Software, die den Windows-Logo-Test bestanden hat, in Verbindung zu setzen.
Installation fortsetzen
Installation abbrechen

Click on "Continue installation" and continue installing the driver. This message should not reappear.

English

5.2 Checking the installation

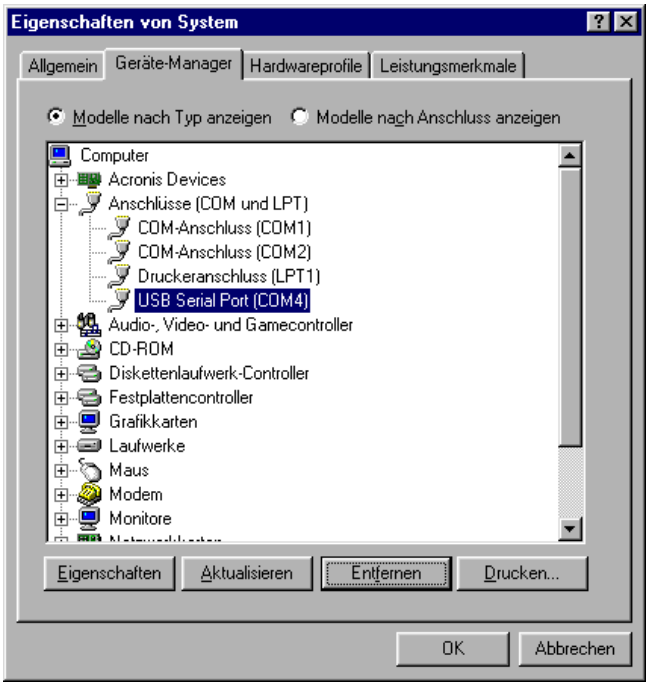
To check the correct installation and the COM port assigned to the converter, open the submenu "Control Panel" under "Settings" in the start menu, then "System" and "Device manager". The following window appears:



If the driver has not been correctly installed, the USB port will be displayed as seen above with a question mark or exclamation mark.

5.3 Uninstalling the driver

To uninstall the driver, you must unplug the USB converter from the PC and call up the device manager, select the assigned USB port and click "Delete". The driver is now deleted.



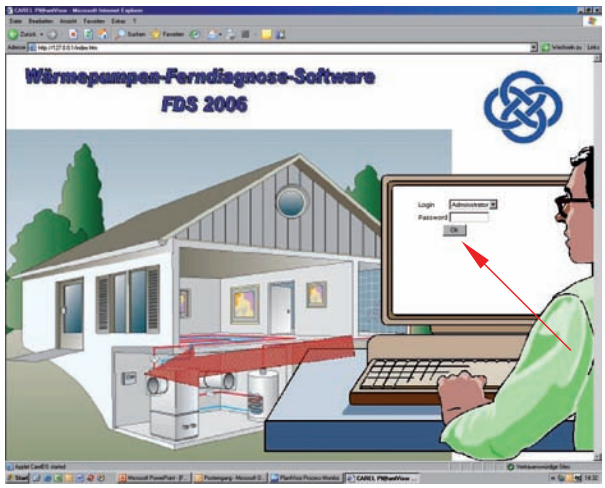
6 Quick guide for system configuration

6.1 RDS system configuration

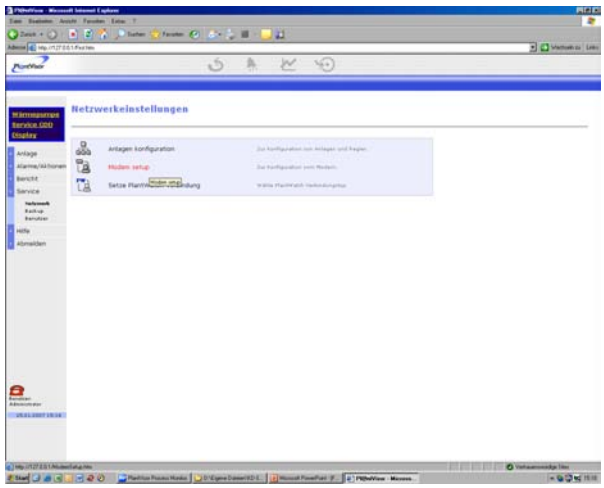
After successful installation, start the program via Start / Programs / PlantVisor / PlantVisor or via the icon on the desktop.

Follow the steps below in order to configure the system:

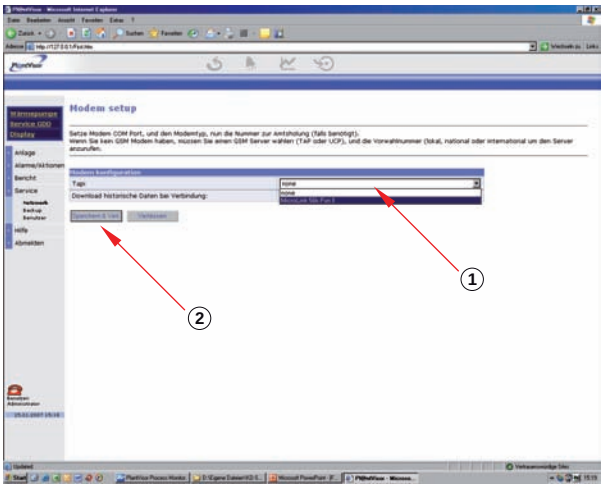
1) Click on "OK" (no password necessary).



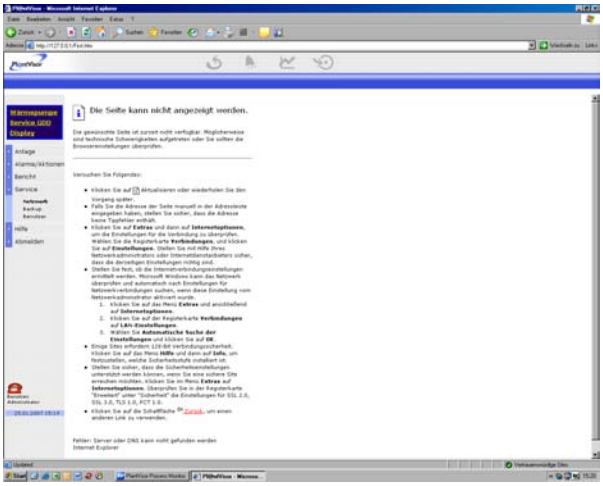
2) To select the modem, click "Service / Network / Modem setup".



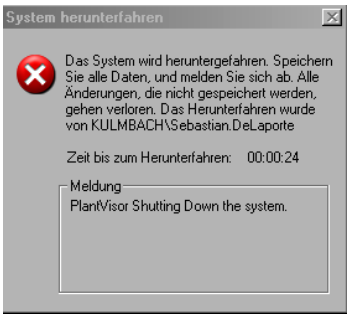
1) Select the modem used (1) and confirm with "Save and exit" (2). If no modem appears for selection, check that the modem is installed correctly and restart the PC, if required.



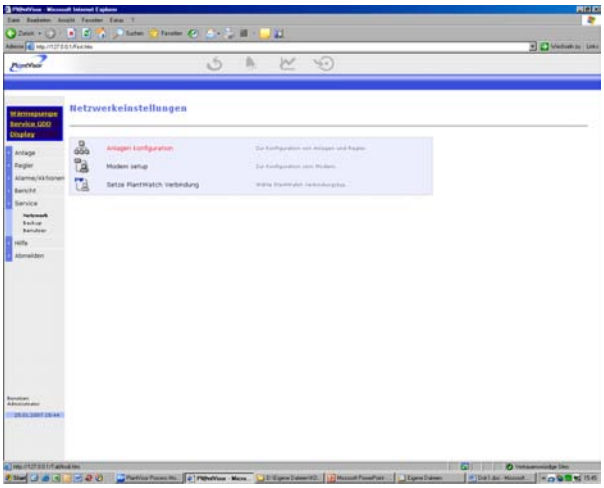
The saving process takes a few minutes (depending on the computer's performance).



During this time, no actions should be undertaken on the PC until the following window appears:

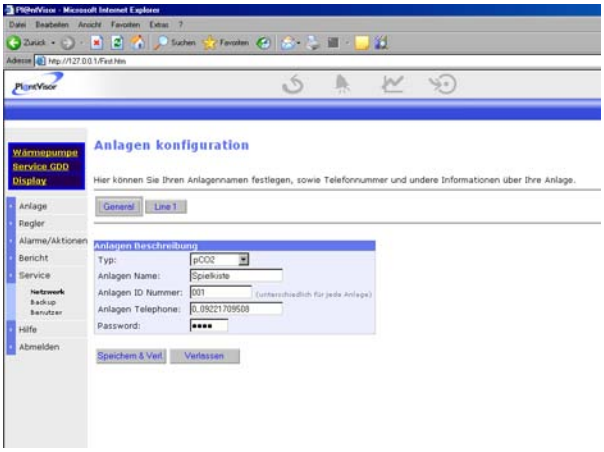

System herunterfahren
Das System wird heruntergefahren. Speichern Sie alle Daten, und melden Sie sich ab. Alle Änderungen, die nicht gespeichert werden, gehen verloren. Das Herunterfahren wurde von KULMBACH\Sebastian.DeLaporte
Zeit bis zum Herunterfahren: 00:00:24
Meldung
PlantVisor Shutting Down the system.

2) After restarting the PC, restart PlantVisor and log in again. Then click "Service / Network / System configuration / New system" in order to create and configure a system.



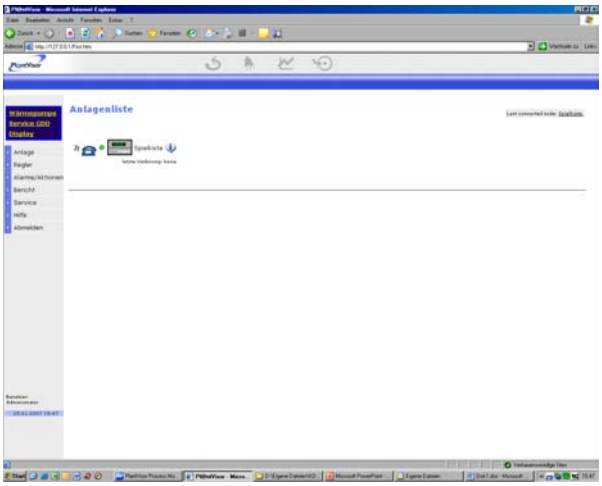
3) Set the parameters in the system description as follows

- **Type:** pCO2
- **System name:** freely selectable
- **System ID no.:** 001
- **System telephone:** Telephone number of the heat pump to be selected (test system Dimplex: 0,,00499221709313)
- **Password:** depends on the setting on the heat pump manager
  (test system Dimplex: 1234)
  and confirm with "Save and exit".

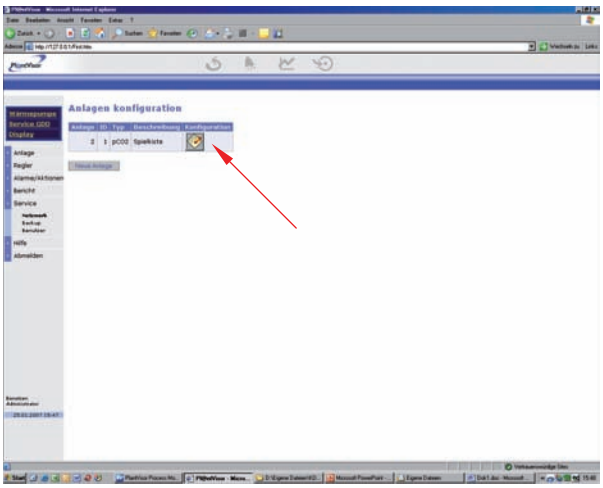


4) Log in again

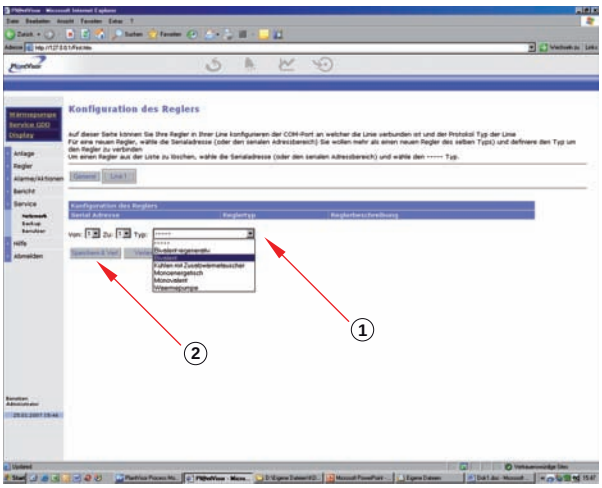
5) To set the integration diagram (controller configuration) click on "Service / Network / System configuration".



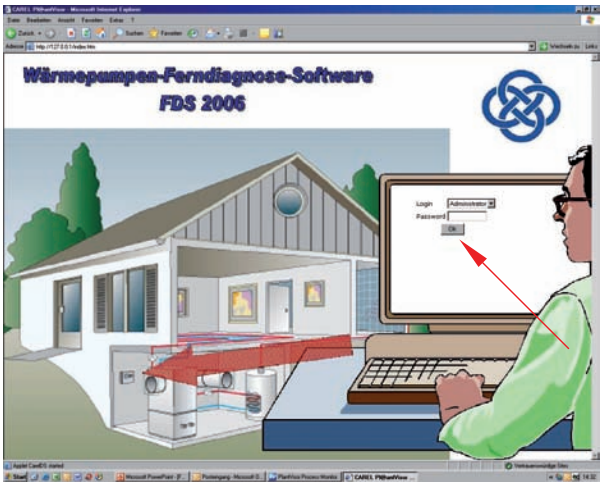
6) Click on this button to get to the configuration and then select "Line 1":



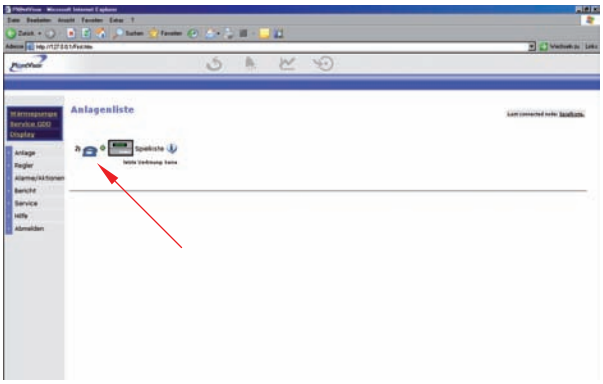
7) To create a new controller, set the operating mode of the heat pump (1) and confirm with "Save and exit" (2). The configuration for the modem connection is now completed.



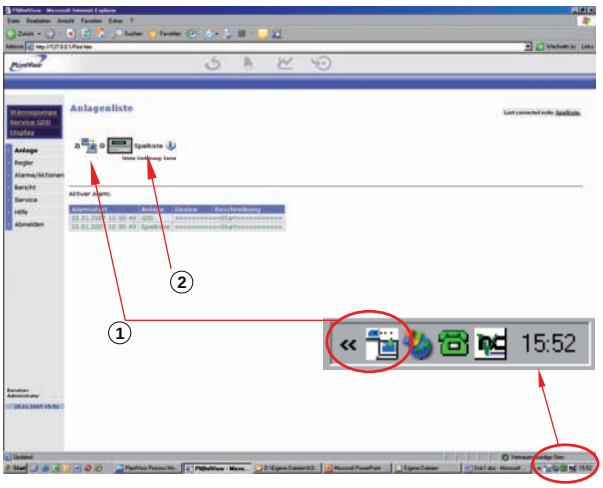
8) After successful installation and configuration, the software can be started.



9) Program start with the modem connection:
Click on the telephone in order to establish a connection to the heat pump manager.



10) After successfully selecting the modem (1), click on the controller (2) to gain access to it. You can now access all the functions of the remote diagnostics software.

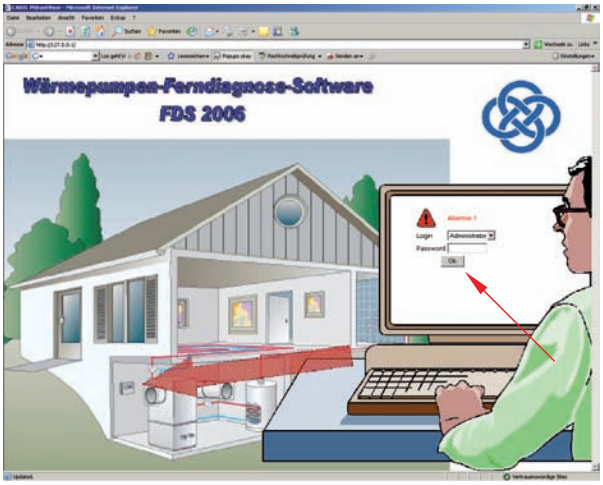


6.2 System configuration LDS / LDS USB

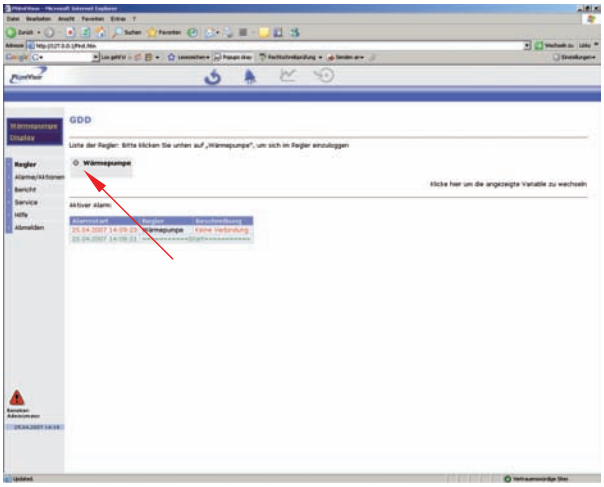
After successful installation, start the program via Start / Programs / PlantVisor / PlantVisor or via the icon on the desktop.

Follow the steps below in order to configure the system:

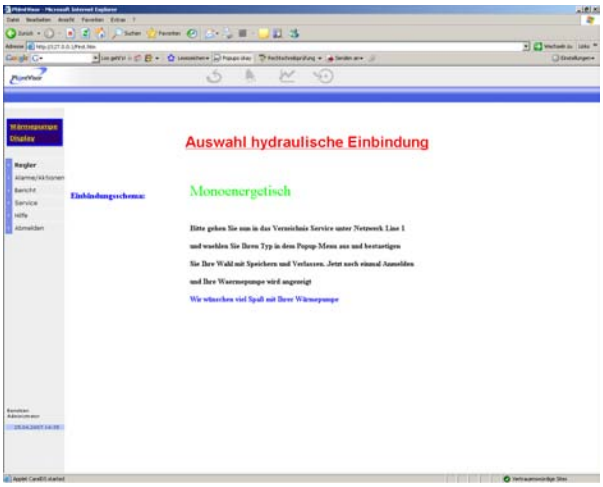
1) Click on "OK" (no password necessary).



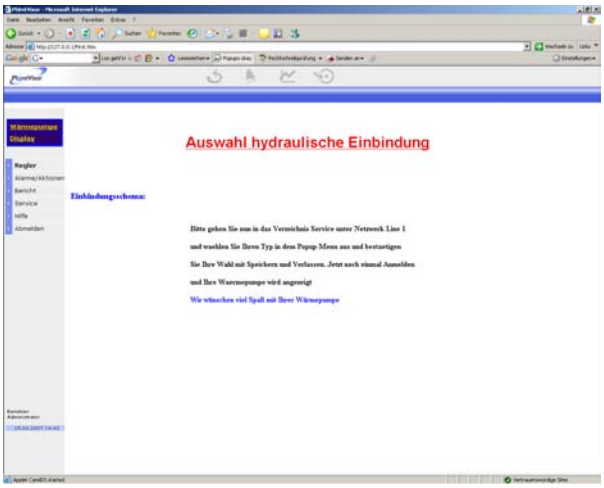
2) Click on "Heat pump".

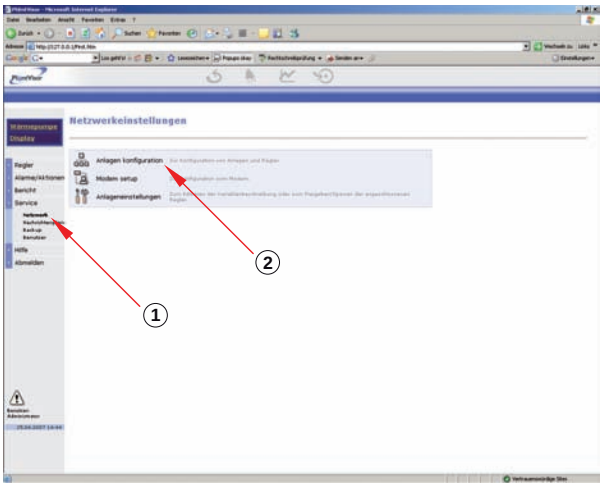


3) The following message is displayed:



The heat pump type is displayed. If no type (e.g. monoenergetic) is detected (see figure below), you must first set the interface that is to be used (see item 4), or go into the pre-configuration of your controller. You now receive this information under the menu item "Operating mode",. This information is needed to select the system diagram correctly and must be saved under "Service" -> "Network" -> "System configuration" -> "Line 1".

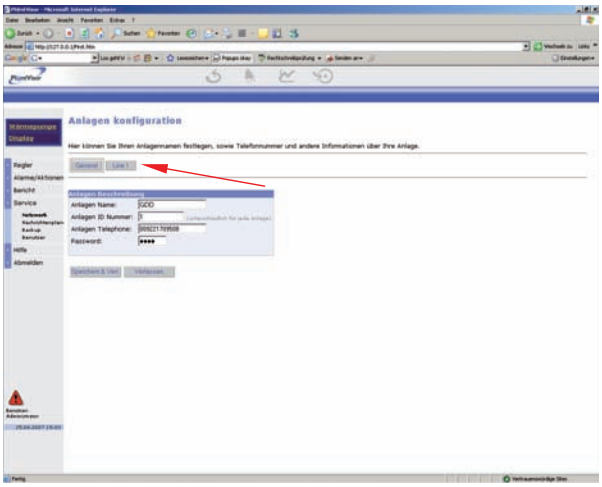




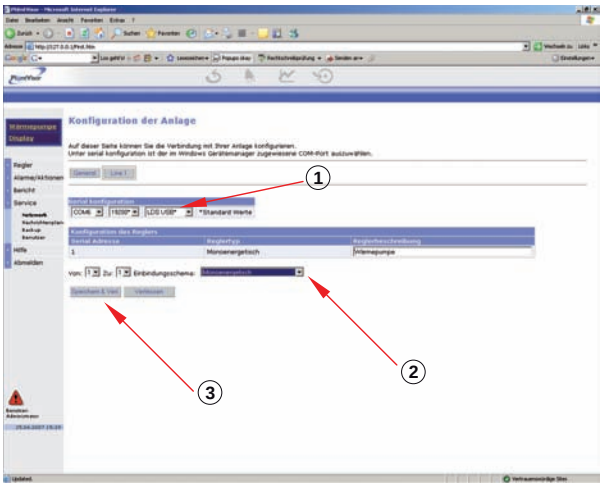
- Click on "Service" -> "Network" (1)
- Then click on "System configuration" (2)

English

- Click once on "Line 1":



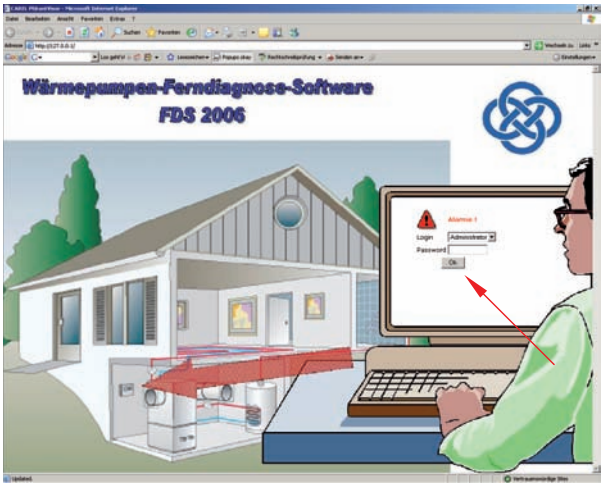
The next image appears:



- If necessary, change the default values (1), e.g. if the connecting cable is connected to a different COM port of the PC.
- Select the type of heat pump (2), e.g. monoenergetic. You can find this out as described in 3.
- Save the settings (3).

4) Your system configuration has now been saved and you can log in again. You can now access all the functions of the remote diagnostics software.

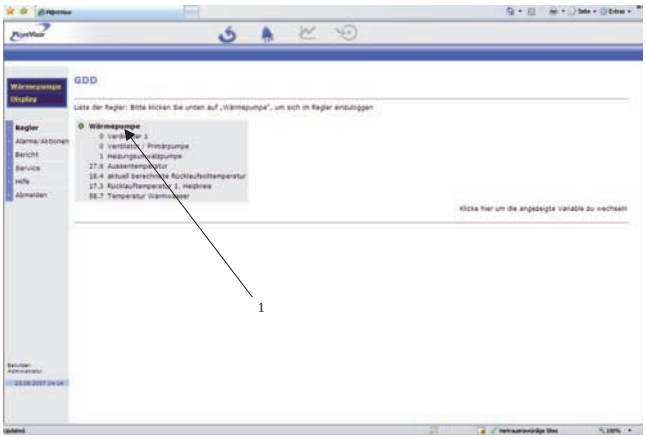
5) Click here to log in again:



7 Operating the software

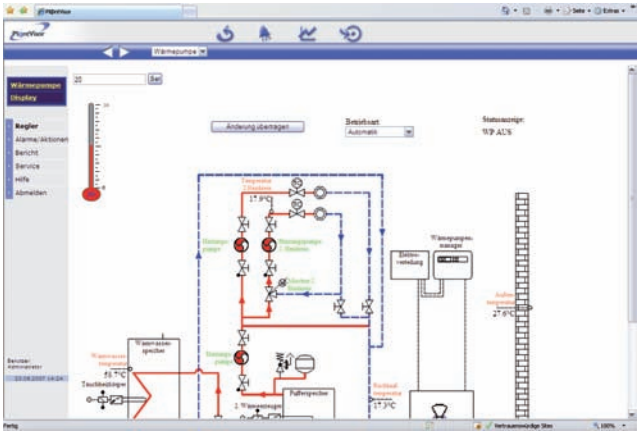
Starting the software

After finishing the system configuration, the "PlantVisor" remote diagnostics software can be used. Log in without a password as administrator via the start page. After successfully selecting the modem (RDS) or immediately after log-in (LDS, LDS-USB), the following screen appears:



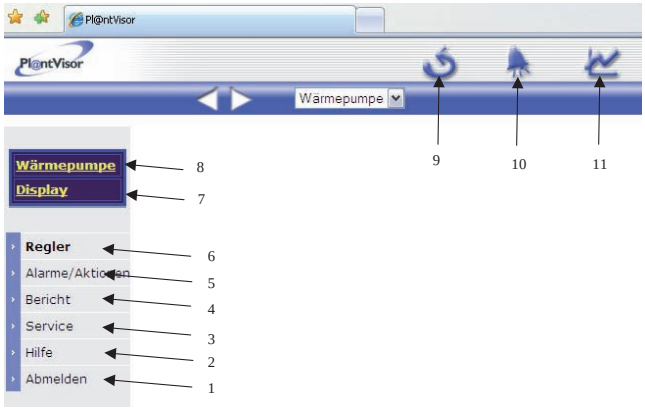
Click on "Heat pump" (1) in order to log into the controller. The green dot indicates an active connection. The controller is "online".

Once you have logged in to the controller you can use all the functions. The integration diagram selected is displayed as main page:



Handling the software

The relevant menu items for operating the software are shown and described below.



For the individual items:

1) Logging off and returning to the log-in page.
2) Online Help
3) System configuration (see *Kap. 6 auf S. 8*) and
   User administration
   The users can be administered under Service → Users. The user "Administrator" is permanently stored. The user settings can be changed, a password can be created (1) and other users can be created if necessary (2). Caution: access rights cannot be blocked. Only users with password prompts can be created! Any user can change the settings!

4) Report function: Display and print out of selected parameters
   Click on report and then on selection. The current controller is displayed (Fig. 1). After the setting has been saved, the selectable parameters are displayed (Fig. 2). After the parameters have been selected, save the settings, you can then display the reports.

Bild 1

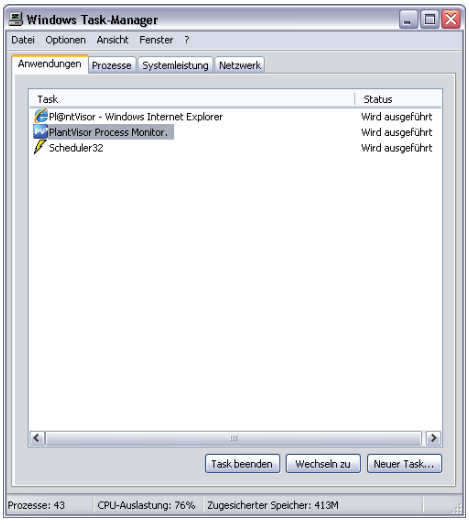
Bild 2

5) Displays of software warnings and actions. There is no record ofheat pump faults!
6) Displays the current controller and a list of the parameters.
7) Displays an illustration of the heat pump manager display.
8) Access to the configuration menu of the heat pump manager. Send all the changed parameters to the heat pump manager via "Send change"
9) Return to main page
10) As described in 5
11) Visualization of performance data
    The performance diagram is displayed below. Theindividual parameters can be selected, deselected and a print-out can be created. Performance data continue to be recorded even after the browser is closed. The recording of performance data ends only after the process monitoring window is closed (this completely closes the software). The data saved during this time aredeleted.

Closing the software

To close the software, first close the browser (Internet Explorer).

Please use the task manager to close the process monitoring window. To do this, right-click on the taskbar and select the task manager. Open the "Applications" window and close the application "PlantVisor Process Monitor". This completely closes the software.



English

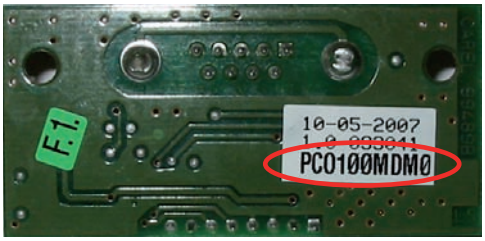
8 Troubleshooting

1) The USB converter cannot be detected.
   Solution:Uninstall the USB converter and then re-install it again (see *Kap. 5 auf S. 6*)
2) Interactive symbols (circulation pumps, fans, thermometers in the system diagram) are not displayed.
   Solution 1:Install the Java plug-in or perform a Java update. You can find information under **www.java.com/de**.
   Solution 2:Check the security settings of your browser regarding Active X control elements
3) Instead of the values, only "TException:TExceptionNoCurrUnit" is displayed
   Solution:If the connection is active and the controller is "online", you must log in via "Controller" (see *Kap. 7 auf S. 12*, Starting the software)
4) The dot showing connection status is grey instead of green. Or, instead of the values, only asterisks (*) are displayed.
   Cause:The connection to the controller is offline.
   Solution 1:Check the system configuration (*Kap. 6 auf S. 8*).
   Solution 2:Also check that the hardware is correctly installed and the controller correctly set (*Kap. 3 auf S. 2*).
5) The report function displays no values.
   Solution:The values and parameters for the report have not yet been selected. Proceed as described *Kap. 7 auf S. 12* under the menu item "Handling the software".

If you need support by the phone, please call our technical hotline at: 09221/709-562.

To ensure the problem is solved quickly, please note down the following information before calling:

1) Heat pump type and FD number (see type plate)
2) Controller software version
   (in the operating data of the controller - H_H_XX)
3) Software version of the remote diagnostics software
   (FDS 2004/2005/2006)
4) Article number of the plug-in card (see illustration)



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